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DONELAN, CLEARY, WOOD & MASER, P.C.

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF SECRETARY

ATTORNEYS AND COUNSELORS AT LAW

SUITE 750

1100 NEW YORK AVENUE, N.W.
WASHINGTON, D.C. 20005-3934

OFFICE: (202) 371-9500

TELECOPIER: (202) 371-0900

August 25, 1995

DOCKET FILE COPY ORIGINAL

Secretary
Federal Communications Commission
Washington, D.C. 20554

Re: Ex parte communication, CC Docket 94-102

Dear Mr. Secretary:

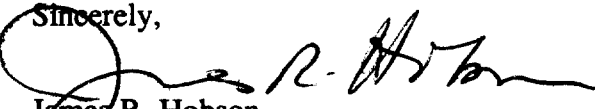
Submitted herewith for filing, pursuant to Section 1.1206 of the Rules, are letters recently sent by the National Emergency Number Association (NENA) to Westinghouse Electronic Systems Group, Ford Motor Company Customer Assistance Center, and the general NENA membership.

The letters are offered for placement on the record of the captioned docket because they illustrate (1) the continuing, ingenious and laudable efforts of industry to adapt radiolocation technologies to the needs of public safety organizations and safety-conscious consumers, but also (2) the problems created for the national 9-1-1 emergency calling system when these industry efforts result in the interposition of private "control centers" between an emergency caller and a Public Safety Answering Point (PSAP).

Westinghouse is not unique in these developments, and there is no intent on NENA's part to single that company out for criticism. Similar deployments of vehicle location systems were discussed in the Driscoll survey (pages 53-56) sponsored by the Association of Public-Safety Communications Officials (APCO) and made a part of the Docket 94-102 record from the outset. NENA is aware of other developmental undertakings, such as NYNEX's Project Northstar and the "Pro-Tech-Tor" system of Simms Security Corporation of Columbia, Maryland.

Instead, the point to be taken from the Westinghouse and similar efforts is the urgency they bring to a prompt resolution of the wireless compatibility aspects of Docket 94-102. Only an FCC-established set of clear and firm deadlines, along the lines proposed by the agency last October, will cause the wireless and wireline telephone industries, the public safety community and its PSAPs, and the pertinent standards-setting bodies to produce inter-operable systems and protocols allowing emergency calls to proceed directly to PSAPs rather than be routed indirectly through private control centers.

Sincerely,


James R. Hobson
Washington Counsel for NENA

cc: William E. Stanton; W. Mark Adams; Alan Thomas, FCC/CCB; Dan Grosh, FCC/WTB

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**FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF SECRETARY**

August 15, 1995

Dear NENA Member:

The NENA National Office is dedicated to addressing the technological developments in 9-1-1 and public safety as they relate to the collective interests of our membership. At this time, a current entry into the wireless technology field poses some serious issues for our member PSAP's that merit your immediate attention.

Westinghouse has developed a RESCU (Acronym for Remote Emergency Satellite Cellular Unit) System to be utilized in the 1996 Lincoln Town Car produced by the Ford Motor Company.

Generally, the RESCU system consists of two buttons in the Town Car. One button transmits repair or driver-assistance type calls to Ford Roadside Assistance, through the Westinghouse Emergency Response Center in Dallas, Texas. A second button in the Town Car will be used for "emergency" situations, and the signal for these emergencies is also transmitted to the Westinghouse Center in Dallas. In the case of the Emergency calls, the Westinghouse Center utilizes the Global Positioning System (GPS) to determine the longitude and latitude of the vehicle. The Center then makes a call to the PSAP that has the location in its jurisdiction, according to a database at the Dallas Response Center.

While the RESCU system represents a laudable effort in solving the chief problem in cellular and other wireless emergency calls, enhanced caller location identification, the system presents several problematic issues that preclude an endorsement from NENA.

The technology, as designed, contains some key faults, and presents some issues that PSAP managers should be aware of:

- The Dallas Westinghouse Response Center is, in effect, a PSAP upon receipt of the signal from the RESCU unit.
- The longitude and latitude location derived from the technology may possibly not be matched with the PSAP or jurisdiction that has primary responsibility for the call.
- The call from Westinghouse to the responding PSAP will not be a 9-1-1 call, (in fact the call will be a normal priority seven digit call), and may well face critical delays in time before a response is dispatched.

- The resulting delays, misplaced calls, and uncertainty involving the dispatching PSAP create serious legal issues in the event of deaths or other adverse consequences due to possible faults and delays in this system.
- In cases where the caller is unable to respond to the return call, the Westinghouse Response Center is unable to determine whether the signal was a false alarm or not, possibly resulting in a widespread, and costly level of false responses by local PSAP personnel throughout the country.

Equally worrisome is that today's cellular technology makes it highly possible that the incorrect PSAP will receive a call from another locale, further frustrating the service efforts and response efforts of the public safety personnel.

Clearly, doing something about the very real need to find the location of a cellular emergency caller is better than doing nothing. However, due to the above concerns, NENA is unable to endorse the use of the RESCU system.

The RESCU System represents a trend in industry where it is clear that vendors, in public safety, and industry in general, will continue to address the safety concerns of cellular calls where the calling party is uncertain of their location, or unable to identify a location. NENA is addressing our concerns with this RESCU system effort by Westinghouse in writing with Ford Motor Company, Westinghouse, and the F.C.C.

As this and similar systems are brought to market, PSAP managers should be prepared to respond to calls coming from an increased volume of "secondary" sources such as the RESCU System. The wise PSAP manager should identify these secondary calls, monitor their results, and notify your legal counsel immediately upon the receipt of these calls. With the concerns noted above, these calls will, by their nature, contain a higher exposure to liability for the responding PSAP.

I urge each member to be aware that this technology is eminent, and other applications are likely to surface, presenting both the foregoing and other new concerns. NENA is committed to addressing these issues and bringing these issues to your attention. If you have any questions or comments regarding this issue, please feel free to contact me through the NENA National Office at (800) 332-3911, or directly at (614) 965-9100.

Sincerely,



W. Mark Adams,
Legal Counsel
National Emergency Number Association

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**FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF SECRETARY**

August 15, 1995

Ms. Rory Williams
Westinghouse Electronics Systems Group
P.O. Box 17320-B295
Baltimore, Maryland 21090

Dear Ms. Williams:

On behalf of the 9-1-1 industry and the community of public safety officials nation-wide, I would like to commend you on the development of the RESCU (Acronym for Remote Emergency Satellite Cellular Unit) System to be utilized in the 1996 Lincoln Town Car produced by your company. The RESCU unit is representative of your Firm's commendable emphasis on driver safety as a key tenet of your product development strategy.

Like Ford Motor, other industry leaders have attempted to address the unique problem that cellular and other wireless telephone and other transmissions pose to public safety officials: currently, if a cellular caller is uncertain as to their location during a 9-1-1 emergency, the public safety answering point, (PSAP hereafter), has no means by which to determine the location of the caller.

While we applaud the Ford-Westinghouse effort to solve this problem, we have the following concerns regarding the RESCU system as we understand it:

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- The longitude and latitude location derived from the technology may possibly not be matched with the PSAP or jurisdiction that has primary responsibility for the call.
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Clearly, doing something about the very real need to find the location of a cellular emergency caller is better than doing nothing. However, due to the above concerns, NENA is unable to endorse the use of the RESCU system.

Should you be interested, I would like to extend an invitation to begin a dialogue that will better explain the concerns and legal issues this product presents to our membership. Please feel free to contact me through our National Office at (800) 332-3911, or directly at (614) 965-9100.

Very truly yours,



W. Mark Adams
Legal Counsel
National Emergency Number Association

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**FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF SECRETARY**

August 15, 1995

Ford Motor Company
Customer Assistance Center
Post Office Box 43360
300 Renaissance Center
Detroit, Michigan 48243

Dear Sir or Madam:

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W. Mark Adams
Legal Counsel
National Emergency Number Association